Name

Address
Email
Github | LinkedIn
Phone Number

EDUCATION

College Name | Location
Bachelor's in Computer Science

RELEVANT COURSEWORK & SKILLS

Active Directory	PowerShell	ServiceNow
Python	MS365	SQL

PROJECTS

Tournament Leaderboard Bot 12/2023

- A chatbot that tracks, records, and provides functionality for game tournaments
- Developed using Python, the Discord library, and SQLite3
- Maintained version control through use of Git
- Regularly tested and utilized features with a variety of users

Game Project 1/2025

- A web app game similar to cookie clicker, designed to be played within Discord Activities
- Developed using Javascript, HTML/CSS, the Discord library, NodeJS, and MySQL
- Collaborated with team members on planning and execution of development
- Deployed on a live, locally-hosted web server using CloudFlare

EXPERIENCE

Technology Support Technician 02/2022-Present
College | Location

- Assisted users with technology-related issues, inquiries, and troubleshooting
- Clearly and effectively communicated technical information to non-technical users
- Maintained detailed records of customer interactions, issues, and resolutions
- Handled set-up, deployment, and maintenance of VPN and MFA software
- Managed users through Active Directory

Technology Support Specialist 09/2021-02/2022
School | Location

- Utilized ticketing software for individual requests by students and staff
- Trained existing staff on repair procedures for a variety of different devices
- Collaborated with coworkers on technical projects
- Maintained networking infrastructure

Lead Repair Technician 10/2020-08/2021
Computer Repair Store | Location

- Diagnosed, troubleshooted, and repaired electronic devices
- Trained new technicians on technical support procedures and store policies
- Collaborated with team to accomplish repairs and meet daily performance goals
- Developed documentation to expedite repair of similar issues